



## SAP Awards Customers for Quality Excellence

**FELTHAM, United Kingdom – October 21, 2011** – SAP United Kingdom & Ireland is pleased to announce the winners of its annual Quality Awards for their successful implementations of SAP. Each year, SAP presents these awards to recognize customers who have achieved excellence in planning and executing their SAP projects, delivering significant benefits to their organisations. The winners for this year were announced on Wednesday night at a ceremony held at the London Transport Museum in Central London.

SAP announced 11 winners, who were awarded Gold, Silver, Bronze or Special Recognition accolades. Each one demonstrated that the quality processes they put in place during planning and implementation phases had been fundamental to their overall success, resulting in significant benefits to their businesses. The judging panel is made up of representatives from SAP and external experts who judged against strict criteria including adherence to SAP's Ten Quality Principles, demonstration of time to value and a focus of how quality excellence was achieved through the entire implementation cycle.

There were three categories and winners for the Gold Award:

- Small and Midsize Enterprise Implementation: **HM Revenue & Customs**
- New Business Application Implementation: **Royal Mail Group**
- Large Enterprise Implementation: **Kuehne + Nagel Drinks Logistics (KNDL)**

The Gold Award winners are now eligible to take part in the SAP EMEA Quality Awards, the winners of which will be announced at SAPPHERE in Madrid on 9<sup>th</sup> November.

The Silver Award winners were AMEY (with partner EPI-USE) for Small and Midsize Enterprise Implementation, Premier Foods for New Business Application and Kraft Foods for Large Enterprise. The Bronze Award winners included: EDF Energy (with partner Logica) for the Small and Midsize Implementation, Buckinghamshire County Council for New Business Application Implementation and Shell for Large Enterprise Implementation.

SAP also gave special recognition to Compass Group UK & Ireland for New Business Application Implementation and Birmingham City Council for Large Enterprise Implementation.

“Successful implementations require focus, direction and clear quality standards. These customer projects were not easy tasks and deserve the recognition they have received with these awards. These customers make the extraordinary look ordinary, excelling in execution and delivering significant business benefits,” said Steve Winter, Managing Director for SAP UK & Ireland.

Winter continued; “Through the SAP Quality Programme, we aim to work even closer with our partners and customers and ensure that their software implementations are successful and provide fast time to value. I would like to extend my congratulations to each and every one of the customers and partners we recognized through this programme.”

### **Small and Midsize Enterprise Implementation: HM Revenue & Customs (HMRC)**

HMRC embarked on a project called Stamp Duty Land Tax (SDLT) System with SAP software implemented through the Aspire contract, led by Capgemini. SDLT is the first system on HMRC's strategic SAP Enterprise Tax Management Platform (ETMP), a key component of HMRC's rationalised IT landscape. The objectives of the project were to reduce the cost of running Stamp Tax IT by over £2 million a year, replace the bespoke systems in place to lower TCO and minimize risk, and also to deliver the first customer facing tax system on the SAP Enterprise Tax Management Platform.

These objectives have all been achieved and Stamp Tax administration was not put at risk, at any point in the project. In 2010/11 Stamp Tax contributed £6 billion to the UK economy and supported property transactions of £279 billion. Quality and success were achieved throughout this project by having a team with the right people from the business and IT, with the right skills. Each member of this team had clear requirements and knew the right governance processes, and end to end testing was completed.

### **New Business Application: Royal Mail Group**

Royal Mail Group wanted to replace its existing HR, payroll systems and associated processes to simplify and modernize the IT landscape and transform the delivery of people processes, thus exploiting the financial and service improvement benefits through this transformation. With HCL AXON as the partner, the project went live with the first phase; employee records, payroll records; HR processes; self service users and will be rolled out to all users by August 2012. The programme went live on time and on budget with 80% of users logged into the system within four weeks of implementation and over 99% within eight weeks. The first weekly and monthly payroll runs delivered greater than 99% accuracy. The team at Royal Mail ensured quality and success through having an integrated team with clear roles and responsibilities, formalized method and governance procedures with an integrated and well communicated plan. They also had board level business sponsorship throughout the entire implementation.

## **Large Enterprise Implementation: Kuehne + Nagel - Drinks Logistics (KNDL)**

KNDL provides warehousing and distribution for the drinks industry. This project saw the business implement SAP's Warehouse Management, Labour Management and SAP BusinessObjects reporting with Rocket Consulting as their partner. The objectives of the project were to ensure the delivery of the data warehouse linked to customer systems enabling integration and efficiencies throughout the supply chain, as well as the ability to capture all warehouse hours, direct and indirect, delivered alongside calculated standards for each task. The main challenge with this project was that the systems needed to be implemented without affecting service levels. These objectives were all met with minimal client process change required. KDNL put strict quality processes in place and ensured that the right people were involved in the project throughout, as well as having the right buy in and sponsorship at project and process level to achieve significant benefits for the company.

**To find out more about SAP's Quality Awards please visit [www.sap.com/qualityawards2011](http://www.sap.com/qualityawards2011)**

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